



Job Description

Job Title: Systems Administrator

Digital Technology Partners is a best-in-class Managed Services Provider to dental practitioners throughout the South-East and the United States. Our Service Desk team consists of multiple tiers of agents and works on all facets of our customer's computer systems. By remotely accessing workstations, servers, and other equipment, our Service Desk team fields all new support requests and works to resolve any computer/systems issues our customers present in a timely manner.

Our Systems Administrators work with customers daily to resolve both large crises and small complaints as they arise. Systems Administrators must be responsive, flexible, and versatile while striving to exceed minimum production standards.

Given the state of business during the Covid-19 Pandemic, DTP has effectively become a remote-work company, with staff members working from home. This position would do likewise. DTP provides all necessary technical equipment and requires candidates/employees to have internet access and sufficient office space to work undistracted. Any candidate in Georgia is eligible for this position, regardless of a more specific geography. Further details regarding work-from-home will be discussed in the course of the interview process.

We are interested in candidates that display the following traits:

- A passion for information technology, and a desire to build or continue a career in the IT industry
- A willingness to learn and grow in all aspects of life
- A positive can-do attitude
- A passion for excellent customer service and a desire to help those that need it whether they be customers or colleagues
- Exceptional critical thinking skills and the ability to work through a problem in a logical fashion
- Excellent written and verbal communication skills
- The ability to manage time and workload with little oversight
- Attention to detail and an awareness of context
- The ability to stay calm under pressure
- The ability to be flexible and adapt to the situation at hand

From a technical standpoint, candidates should have the following skills:

- Be a touch typist
- Be able to provide real-time and detailed documentation of the task performed within our ticketing system/CRM.
- Be comfortable and proficient with performing research into the problems they are tasked with if the solution is not readily apparent
- Have an in-depth understanding and working knowledge of the Windows operating system
- Understand the concept of a windows domain-controlled network and have at least a cursory understanding of group policy
- Understand IPv4 networking concepts and related protocols such as DNS, DHCP, and NAT
- Be familiar with malware removal processes
- Understand computer hardware and software concepts and troubleshooting
- Understand how to use the command prompt and have knowledge of the basic commands used in network troubleshooting.

The following are not requirements, but experience with them may increase the likelihood of advancing to the next stage of our hiring process:

- ConnectWise Manage/Automate/Lab-tech
- Remote access/remote support tools
- Sophos products
- Dental specific software/Hardware
- Unifi products
- PBX systems
- Dell products

Applicants should preferably have at least two years of recent relevant experience and/or a degree in IT.

Job Type: Full-time

Pay: \$42,000.00 per year

To Apply: Please click the Systems Administrator application link below:

<https://dtpartners.formstack.com/forms/hdapp>